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G.D.  
1-22-03

IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

Art Unit: 2645  
Examiner: A. Hoosain

In Re: Igor Neyman et al.  
Case: P3251  
Serial No.: 08/928,861  
Filed: 09/12/1997  
Subject: Call Center Apparatus and Functionality in Telephony

To the Commissioner of Patent and Trademarks  
Washington, D.C. 20231

Dear Sir:

RECEIVED  
JAN 16 2003  
Technology Center 2600

**Response H**

In the claims:

All of the claims standing for Examination in the above-referenced case are reproduced below. Claims 2, 10 and 13 are herein amended in the present response.

sub G1  
FI

2. (Amended) A method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and a plurality of agent stations coupled to the managing processor, each agent station comprising a computer digitally connected to a telephone forming an IPNT-capable workstation, the managing processor storing a current set of routing rules specific to and accessible and editable by a person assigned to the computer workstation, the method comprising steps of: